



City of
Mountain View

FIRE DEPARTMENT
ANNUAL REPORT
FISCAL YEAR 2010-11





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FIRE CHIEF'S MESSAGE



We are proud to present the Mountain View Fire Department *Annual Report for Fiscal Year 2010-11*. The City of Mountain View invests significant resources into delivering quality emergency response services to our community.

Within this document you will find information related to our budget, capital assets, inspection and education programs, as well as data measurement statistics pertaining to response times and station activity.

We are committed to excellence. To accomplish this we employ an energetic and dedicated staff and provide them with state-of-the-art equipment and training. This is all done to ensure that we meet the current and future needs of our citizens successfully. Should you need additional information, please feel free to contact me at (650) 903-6366.



Bradley C. Wardle

Fire Chief

**DID YOU
KNOW ?**

Mountain View Fire Department serves 74,066 residents (daytime population of over 100,000 people) encompassing 32,500 residences within 12.2 square miles

MISSION STATEMENT

The City of Mountain View Fire Department exists to save lives and property, protect the environment and minimize the risk of fire and natural disaster by translating service requests into action and investing in education, training and prevention.



ORGANIZATIONAL VALUES

INTEGRITY

Maintain the highest ethical standards. Act with sincerity, honesty and openness. Earn the trust and respect of others.

DEDICATION

Provide high-quality service to our citizens. Be responsive and innovative, make things happen. Demonstrate pride and loyalty to our organization.

CARING

Deliver services with courtesy and sensitivity. Treat others with dignity and respect. Be concerned about the individual's welfare.

FISCAL RESPONSIBILITY

Manage resources effectively. Control expenditures within budget constraints. Focus on results.

POSITIVE WORK ENVIRONMENT

Enjoy your work. Be able to laugh. Keep a sense of humor.

TEAMWORK

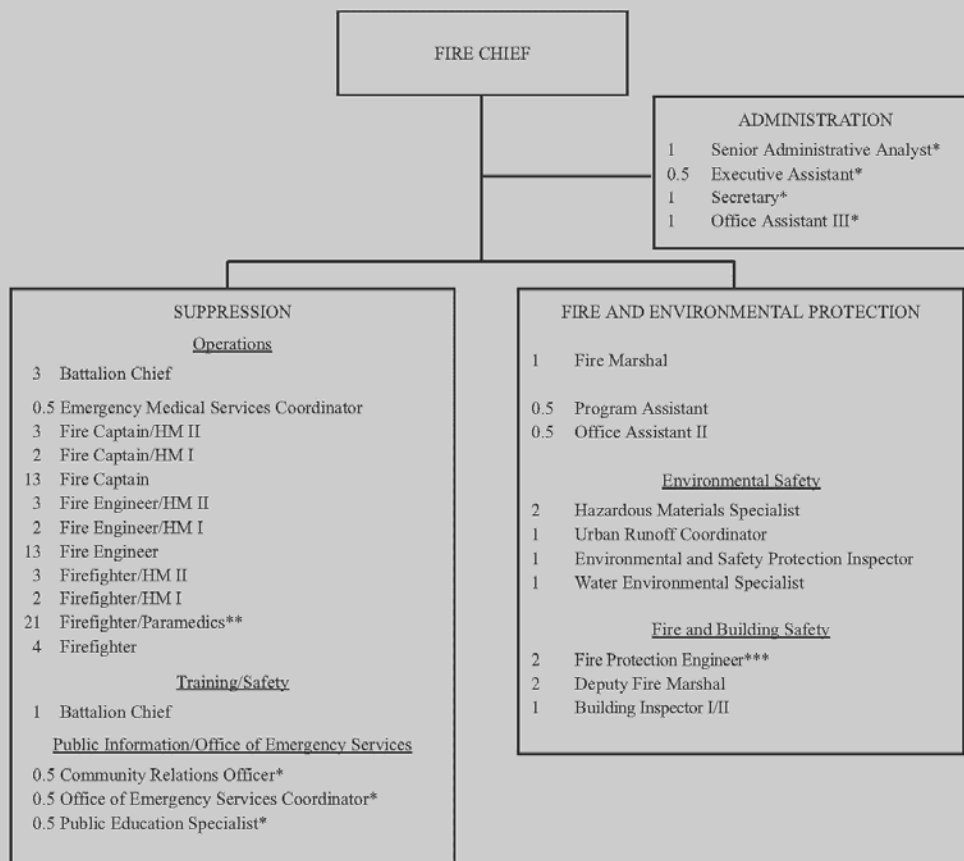
Work together to solve problems. Seek out other opinions. Strive for unity.



ORGANIZATIONAL CHART



FIRE DEPARTMENT



FISCAL YEAR 2010-11 POSITION TOTALS: 87.0 Full-Time
1.5 Permanent Part-Time

* These positions directly report to the Police Department but support the Fire Department.

** Authorization of 21 Paramedics includes Engineer and Firefighter/Hazardous Materials II levels.

*** Located in Community Development Department but budgeted in Fire Department.



PROGRAMS AND SERVICES

DID YOU KNOW?

Backdraft is a real occurrence, not just a movie. When all the available oxygen in a room is consumed by a fire, and the heat builds up, as soon as a door or window is opened you get an explosion that is known as a backdraft.



SUPPRESSION DIVISION

The Suppression Division is staffed with 69 full-time firefighters, working at five stations with a minimum daily staffing of 21. Each of the five stations staff one engine. Station 1 also staffs a Rescue Unit, Tiller Truck, and a Battalion Chief Command Vehicle. Station 5 personnel also cross-staff a Hazardous Materials Response Vehicle.



CERT & PUBLIC EDUCATION

The Community Emergency Response Team (CERT) training is free for Mountain View residents and provides instruction and assistance in preparing for potential disasters.

Our Public Educations goal is to increase the level of fire prevention and life safety through a curriculum-based, proactive Public Education Program.



FIRE CODE INSPECTIONS

All industrial and commercial businesses are inspected for compliance with the California Fire Code. Special attention is given to high life-safety occupancies, including day-care centers, convalescent and elderly care facilities, and places of assembly such as restaurants, churches and clubs.



FIRE CAUSE/ARSON INVESTIGATION

When a fire causes extensive fire loss, or the conditions of the fire are suspicious in nature, Deputy Fire Marshals investigate the fire scene for clues to determine cause and origin.



MULTI-FAMILY HOUSING PROGRAM

Two-thirds of the City's housing stock consists of rental units. The Multi-Family Housing Program was established to maintain this housing stock through an inspection program. Basic building, plumbing, mechanical and electrical issues are inspected in individual dwelling units to ensure a minimum standard of habitability and safety are being maintained in rental units.



ENVIRONMENTAL PROTECTION

Hazardous Materials Program—Over 250 facilities are inspected during a given year. These facilities use or store hazardous materials ranging from paints and thinners to exotic chemicals used in the manufacture of high-tech equipment components.

Urban Runoff Program—The purpose of this program is to influence and change behaviors that negatively affect storm water runoff. Through practicing various pollution prevention efforts, we can improve water quality in our creeks and Bay at a fraction of what it would cost to install conventional storm water treatment systems.



BUDGET, GOALS , & ACCOMPLISHMENTS

BUDGET INFORMATION: Fiscal Year 2011-12

The Fire Department has a Fiscal Year 2011-12 budget of \$21,249,069. This funding covers the Department's 88.5 employees and three separate divisions: Fire Administration (4% of the budget), Fire Suppression (85%), and the Fire and Environmental Protection Division (11%). Of the \$21,249,069, 93% covers Salaries and Benefits, 4% covers Supplies and Other Services, 1% covers Capital Outlays, and 2% covers the maintenance of the Department's fleet.

DEPARTMENT GOALS AND ACCOMPLISHMENTS

- **GOAL:** To have the first fire engine arrive at a structure fire scene within six (6) minutes of dispatch 100% of the time. **ACCOMPLISHMENT:** We had the first fire engine arrive at a structure fire scene within six (6) minutes of dispatch 100% of the time.
- **GOAL:** To have the second fire engine arrive at a structure fire scene within eight (8) minutes of dispatch 100% of the time. **ACCOMPLISHMENT:** We had the second fire engine arrive at a structure fire scene within eight (8) minutes of dispatch 100% of the time.
- **GOAL:** To have a responding unit arrive at an Emergency Medical Code 3 call within six (6) minutes of dispatch 90% of the time. **ACCOMPLISHMENT:** We had a responding unit arrive at an Emergency Medical Code 3 call within six (6) minutes of dispatch 95% of the time.
- **GOAL:** To have at least 1,500 inspections conducted by the Environmental Safety Division. **ACCOMPLISHMENT:** We had 2,000 inspections conducted by the Environmental Safety Division.
- **ACCOMPLISHMENT:** Completed the Emergency Operations Plan "gap analysis" – currently working on upgrading the Emergency Plan and Emergency Operations Center.
- **ACCOMPLISHMENT:** Awarded \$234,739 from the Assistance to Firefighters Grant (AFG) to purchase fifty (50) self contained breathing apparatus' (SCBA's).
- **ACCOMPLISHMENT:** Received and placed into service nine (9) grant funded Monitor / Defibrillators.
- **ACCOMPLISHMENT:** Successfully negotiated the new ALS Provider Agreement with the County of Santa Clara.
- **ACCOMPLISHMENT:** The City entered into an agreement with the Association of Bay Area Governments to receive up to \$71,661 in funds to purchase a full trash capture device. The trash capture device will be installed in the City's storm drain system and will fulfill a State requirement.
- **ACCOMPLISHMENT:** Adopted the California Residential Code, which requires automatic fire sprinklers in all new one-and two-family dwellings and townhomes.
- **ACCOMPLISHMENT:** Completed Local Hazard Mitigation Plan.

MAJOR NEWS!



Construction has begun on the new Station 5, located at 2195 North Shoreline Boulevard, and will be completed in the fall of 2011.

This will be a multi-purpose building that includes space for Fire Department equipment and personnel, and makes use of numerous energy-saving and environmentally friendly features.

DID YOU KNOW ?

A one-alarm fire response consists of three Engine Companies (each engine is staffed with 1 Captain, 1 Engineer and 1 Firefighter/Paramedic), one Truck Company (1 Captain, 1 Engineer and 1 Firefighter/Paramedic), one Rescue Company (2 Firefighters), and a Battalion Chief.



OES & PUBLIC EDUCATION



OES

The Mountain View Fire Department Office of Emergency Services (OES) is responsible for helping City employees, residents, businesses and schools prepare for, respond to and recover from emergencies and disasters, both natural and man-made. The duties of the OES include: maintaining the Emergency Operations Center; training City staff; conducting CERT training; conducting Personnel Emergency Preparedness training; and maintaining the City's Emergency Plan.

In Fiscal Year 2010-11, the OES offered three (3) CERT classes with sixty-six (66) graduating student. The OES also conducted two (2) City-wide CERT exercises.



PUBLIC EDUCATION

The Mountain View Fire Department educated the community on the basics of fire safety through a variety of events throughout the year. The annual events included the A La Carte and Art downtown event, the four City-sponsored Thursday Night Live events, the Art and Wine events, Cops that Care, the Pancake Breakfast and numerous neighborhood sponsored events. We also work with high-risk populations, such as seniors and those with disabilities, to ensure that they are aware of the unique challenges facing them and offer options to ensure their safety.

The Fire Department worked with local schools to make sure that students in Kindergarten, First and Second Grade were taught fire safety in their classrooms and that every Kindergarten class was able to visit and tour a fire station. When a student is found to be using fire dangerously, the Fire Department is ready to step in to help parents and school officials educate students in the dangers of fire.



MVFD Donates \$13,500 to Burn Foundation!

On August 18, 2011, the Mountain View Fire Department presented a check to the Alisa Ann Ruch Burn Foundation (AARBF) for \$13,500. This money was raised through the efforts of many Fire Department personnel through the annual Pancake Breakfast.



The Pancake Breakfast is an annual event hosted by the Mountain View Fire Department and the Mountain View Firefighters Local 1965. This annual event serves many purposes: a kickoff to Fire Prevention Month, a chance for the department to showcase their equipment, personnel and fire safety activities, and most importantly, a fund raiser for AARBF. The event, started by Firefighters Jenna Graham, Scott Williams, and Vern Chestnut in 2005, has grown tremendously throughout the years. The first year approximately 500 community members attended the event and this year the number grew to over 1,500 people attending the event. The firefighters donate valuable time and resources in acquiring donations from the community, as well as donating their time and efforts on the morning of the event.



STATISTICS



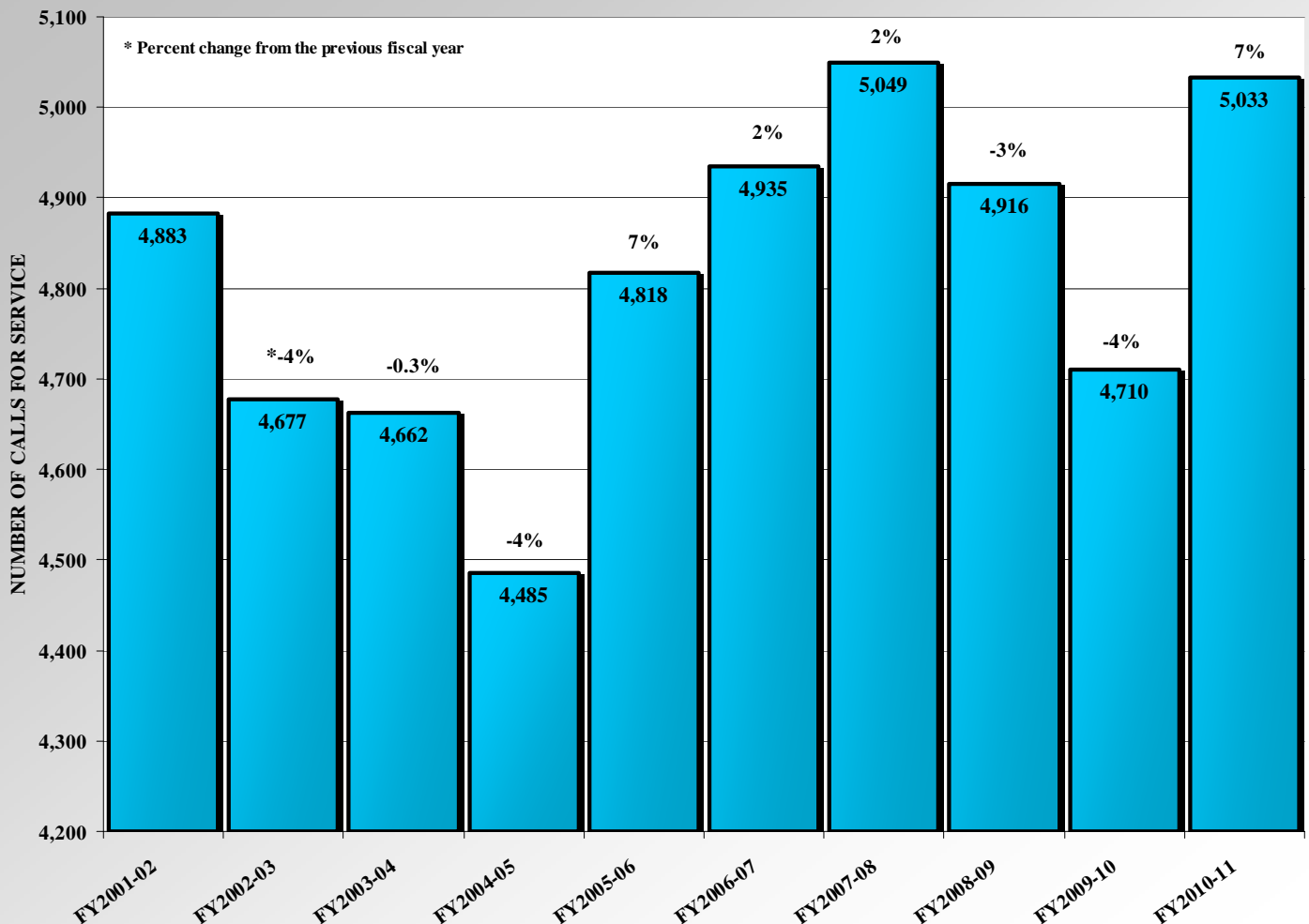
CALLS FOR SERVICE

CALL TYPE	NO. CALLS	PERCENT
FIRE	122	2.4%
EMS/RESCUE	3,431	68.2%
HAZARDOUS CONDITION	159	3.2%
SERVICE	333	6.6%
GOOD INTENT	578	11.5%
FALSE CALL	391	7.8%
OTHER	19	0.4%
TOTAL	5,033	100%

ALL RESPONSES BY UNIT

STATION	NO. CALLS	PERCENT
ENGINE 1	1,636	18.5%
ENGINE 2	1,267	14.3%
ENGINE 3	1,530	17.3%
ENGINE 4	881	10.0%
ENGINE 5	673	7.6%
ENGINE 6 (Reserve)	0	0.0%
ENGINE 7 (Reserve)	4	0.05%
RESCUE 1	1,623	18.3%
TRUCK 1	609	6.9%
HAZMAT 5	38	0.4%
BATTALION CHIEF	586	6.6%
TOTAL	8,847	100%

CALLS FOR SERVICE BY FISCAL YEAR





STATISTICS



MONTHLY CALL VOLUME BY STATION

STATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
1	128	105	135	152	127	125	141	127	138	122	134	129	1,563	31%
2	97	113	104	90	71	81	73	102	75	85	87	103	1,081	21%
3	107	101	110	110	112	116	113	114	102	102	122	98	1,307	26%
4	58	61	63	42	35	45	47	45	68	51	61	54	630	13%
5	33	39	23	41	48	44	39	48	34	32	38	33	452	9%
TOTAL	423	419	435	435	393	411	413	436	417	392	442	417	5033	100%

CALL VOLUME BY DAY OF WEEK

SHIFT	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TOTAL
A-SHIFT	227	263	297	269	246	244	220	1766
B-SHIFT	197	184	241	255	253	242	242	1614
C-SHIFT	240	243	249	232	247	233	209	1653
TOTAL	664	690	787	756	746	719	671	5033

PERFORMANCE MEASURES

PROGRAM	PERFORMANCE MEASURE	2010-11 TARGET	2010-11 FINAL	2011-12 TARGET
Suppression	Percent of time a first-in fire engine arrives on a structure fire scene within six (6) minutes of dispatch	100%	100%	100%
Suppression	Percent of time the second due fire engine arrives on a structure fire scene within eight (8) minutes of dispatch	100%	100%	100%
Suppression	Percent of emergency medical Code 3 calls where responding unit arrived within six (6) minutes of dispatch	>90%	95%	>90%
Fire and Environmental Protection	Percent of plans checked within five (5) working days of receipt by division	100%	100%	100%
Fire and Environmental Protection	Number of inspections conducted by Environmental Safety Section	1,500	2,000	1,500



STATISTICS – CALLS BY TYPE



1. FIRE

	COUNT	PERCENT
Fire, Other	4	0.08%
Building Fire	24	0.48%
Fires in structure other than in a building	2	0.04%
Cooking fire, confined to container	13	0.26%
Chimney or flue fire, confined to chimney or flue	1	0.02%
Trash or rubbish fire, contained	1	0.02%
Mobile property (vehicle) fire, Other	1	0.02%
Passenger vehicle fire	15	0.30%
Road freight or transport vehicle fire	2	0.04%
Natural vegetation fire, Other	13	0.26%
Forest, woods or wildland fire	1	0.02%
Brush or brush-and-grass mixture fire	7	0.14%
Grass fire	7	0.14%
Outside rubbish fire, Other	6	0.12%
Outside rubbish, trash or waste fire	5	0.10%
Dumpster or other outside trash receptacle fire	9	0.18%
Special outside fire, Other	5	0.10%
Outside equipment fire	5	0.10%
Cultivated vegetation, crop fire, Other	1	0.02%
TOTAL	122	2.42%

2. OVERPRESSURE RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)

	COUNT	PERCENT
Overpressure rupture, explosion, overheat, Other	0	0.00%
Overpressure rupture from steam, Other	0	0.00%
Overpressure rupture or air or gas pipe/pipeline	0	0.00%
Explosion (no fire), Other	0	0.00%
Excessive heat, scorch burns with no ignition	13	0.26%
TOTAL	13	0.26%



STATISTICS – CALLS BY TYPE



3. RESCUE & EMS INCIDENT

	COUNT	PERCENT
Rescue, EMS incident, Other	30	0.60%
Medical assist, assist EMS crew	14	0.28%
EMS call, excluding vehicle accident with injury	3,017	59.94%
EMS call, Cancelled on scene	57	1.13%
Motor vehicle accident with injuries	159	3.16%
Motor vehicle/pedestrian accident (MV Ped)	41	0.81%
Motor vehicle accident with no injuries	94	1.87%
Lock-in	9	0.18%
Removal of victim(s) from stalled elevator	5	0.10%
Rescue or EMS standby	5	0.10%
TOTAL	3,431	68.17%

4. HAZARDOUS CONDITION (NO FIRE)

	COUNT	PERCENT
Hazardous condition, Other	24	0.47%
Burnt food on stove	6	0.12%
Combustible/flammable gas/liquid condition, Other	2	0.04%
Gasoline or other flammable liquid spill	10	0.20%
Gas leak (natural or LPG)	24	0.48%
Oil or other combustible liquid spill	8	0.16%
Chemical hazard (no spill or leak)	4	0.08%
Chemical spill or leak	9	0.18%
Carbon monoxide incident	6	0.12%
Electrical wiring/equipment problem, Other	15	0.30%
Heat from short circuit (wiring), defective, worn	4	0.08%
Overheated motor	3	0.06%
Breakdown of light ballast	3	0.06%
Power line down	15	0.30%
Arcing, shorted electrical equipment	11	0.22%
Biological Hazard, confirmed or suspected	3	0.06%
Accident, Potential accident, Other	2	0.04%
Building or structure weakened or collapsed	4	0.08%
Vehicle accident, general cleanup	3	0.06%
Attempted burning, illegal action, Other	3	0.06%
TOTAL	159	3.16%



STATISTICS – CALLS BY TYPE



5. SERVICE CALL

	COUNT	PERCENT
Service call, Other	43	0.85%
Person in distress, Other	57	1.13%
Lock out	31	0.62%
Ring or jewelry removal	2	0.04%
Water problem, Other	15	0.30%
Water evacuation	7	0.14%
Water or steam leak	6	0.12%
Smoke or odor removal	40	0.79%
Animal problem, Other	0	0.00%
Animal problem	0	0.00%
Public service assistance, Other	12	0.24%
Assist police of other governmental agency	7	0.14%
Police matter	2	0.04%
Public service	7	0.14%
Assist invalid	89	1.77%
Defective elevator, no occupants	2	0.04%
Unauthorized burning	8	0.16%
Cover assignment, standby, move up	5	0.10%
TOTAL	333	6.62%

6. GOOD INTENT CALL

	COUNT	PERCENT
Good intent call, Other	97	1.93%
Dispatched & cancelled en route	292	5.80%
Wrong location	1	0.02%
No incident found on arrival at dispatched address	137	2.72%
Authorized controlled burning	4	0.08%
Steam, other gas mistaken for smoke, Other	1	0.02%
Smoke scare, odor of smoke	23	0.46%
Steam, vapor, fog or dust thought to be smoke	4	0.08%
Smoke from barbecue, tar kettle	2	0.04%
EMS call, party transported by non-fire agency	5	0.10%
HazMat release investigation w/no HazMat	12	0.24%
TOTAL	578	11.48%



STATISTICS – CALLS BY TYPE



7. FALSE ALARM & FALSE CALL

COUNT

PERCENT

False alarm or false call, Other	152	3.02%
Malicious, mischievous false call, Other	3	0.06%
Central station, malicious false alarm	3	0.06%
Local alarm system, malicious false alarm	5	0.10%
System malfunction, Other	25	0.50%
Sprinkler activation due to malfunction	3	0.06%
Smoke detector activation due to malfunction	10	0.20%
Heat detector activation due to malfunction	4	0.08%
Alarm system sounded due to malfunction	48	0.95%
Carbon Monoxide detector activation due to malfunction	4	0.08%
Unintentional transmission of alarm, Other	27	0.54%
Sprinkler activation, no fire-unintentional	3	0.06%
Smoke detector activation, no fire-unintentional	23	0.46%
Detector activation, no fire-unintentional	25	0.50%
Alarm system activation, no fire-unintentional	50	0.99%
Carbon monoxide detector activation, no Carbon Monoxide	6	0.12%

TOTAL

391

7.77%

9. SPECIAL INCIDENT TYPE

COUNT

PERCENT

Special type of incident, Other	4	0.08%
Citizen complaint	2	0.04%

TOTAL

6

0.12%

**DID YOU
KNOW ?**

Ask
Mountain View

You can now submit your questions, suggestions, compliments, concerns, or track your existing request online?
Please visit:

www.mountainview.gov



STATION LOCATIONS

STATION 1



251 S. Shoreline Blvd., 94041

STATION 2



160 Cuesta Drive., 94040



STATION 3



301 N. Rengstorff Ave., 94043

STATION 4



229 N. Whisman Rd., 94043

**FIRE & ENVIRONMENTAL
PROTECTION**



500 Castro Street 4th Floor (inside
City Hall), 94041

STATION 5

*(Picture of station after construction is
completed in fall 2011)*



2195 N. Shoreline Blvd., 94043

ADMINISTRATION



1000 Villa Street, 94041



DEPARTMENT PHOTOS



HazMat @ Google



Highway Accident



Sladky Avenue Fire



Pancake Breakfast



Model T



Strike Team



Glady's Ave Fire



CERT Training



Fire Training





FIRE DEPARTMENT FLEET



Engine 1 located at Station 1



Engine 2 located at Station 2



Engine 3 located at Station 3



Engine 4 located at Station 4



Engine 5 located at Station 5



Engine 6 located at Station 2



Engine 7 located at Station 4



Rescue 1 located at Station 1



Truck 1 located at Station 1



HazMat5 located at Station 5



BC Vehicle located at FD Admin.

